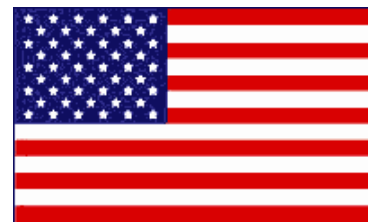




PORTLAND VA MEDICAL CENTER

*Portland, Oregon Division
Vancouver, Washington Division
Community Based Outpatient Clinics*
*Salem, OR Bend, OR
Camp Rilea (Warrenton, OR) West Linn, OR
Hillsboro, OR East Portland, OR*



NOTICE OF VACANCY

| 1. <u>Announcement Number</u> | 2. <u>Title, Series, Grade, Salary</u> | 3. <u>Tour of Duty</u> | 4. <u>Duty Station</u> |
|---|---|-------------------------------|--|
| MP-11-0002-JL | Supervisory Program Specialist (PD# 20335-0) GS-0301-11 \$60,520 to 78,674 per annum (Based on full-time employment) | 8:00am– 4:30pm M-F | Patient Care Services, Portland Safety Center of Inquiry, Portland Division |
| 5. <u>Type & Number of Vacancies</u> | 6. <u>Contact</u> | 7. <u>Opening Date</u> | 8. <u>Closing Date</u> |
| 1 Temporary Full-time position NTE 13 months | Human Resources Assistant 503-273-5236 | 10/04/2010 | Open until Filled (First date of consideration 10/25/2010) |

THIS POSITION IS EXCLUDED FROM THE BARGAINING UNIT

WHO MAY APPLY TO THIS ANNOUNCEMENT:

- Career or career conditional employees and permanent Title 38 and Title 38 Hybrid employees eligible under the interchange agreement and people eligible under special hiring authorities (See conditions of employment).
- ICTAP/CTAP eligible Federal Employees. (See conditions of employment).
- Noncompetitive appointment of certain military spouse (See conditions of employment).
- VEOA eligible applicants (Veterans Employment Opportunities Act) (See conditions of employment).
- Schedule A applicants (See conditions of employment).
- VRA eligible applicants (See conditions of employment).

MAJOR DUTIES:

Incumbent acts as Program Manager and supervises support staff for the Patient Safety Center of Inquiry (PSCI) at the Portland VA Medical Center. The purpose of this position is to manage and coordinate the PSCI program. This employee is also under the guidance of the Director of the Patient Safety Center of Inquiry. The incumbent must be results oriented to direct and coordinate administrative, operational, and planning activities for local PSCI initiatives. The incumbent provides oversight and guidance to key organizational improvement teams and links with facility leadership to ensure teams and activities are supported and accountable. This position includes the broad requirements and independent functioning with key duties related to medical center wide PSCI efficiencies. In order to accomplish these tasks the incumbent must have a broad based knowledge of the overall medical center organization, function, missions, vision and values. The performance of the PSCI directly impacts medical center planning, patient management, efficacy efficiency, patient experience and patient access. Develops data capture and reporting procedures to track progress of the PSCI program. Analyzes segments of PSCI business processes, transactions and tactical operations. Identifies PSCI indicators, progress measures, objectives, and emphasis areas for the attention of operating managers, staff and technical support personnel. Designs studies, training programs and organizational strategies for indentifying opportunities to improve the PSCI and process quality. Analyzes key steps in action processes to identify potential for significant safety process improvement. Assists managers and technical experts to develop realistic safety improvement plans. Incumbent demonstrates knowledge of Systems Thinking and is able to apply that knowledge to analyze processes, and styles for improving PSCI effectiveness. Analyzes multifunctional programs, functions, and organizations to determine whether the processes/systems in use efficiently accomplish objectives sought and whether they provide controls to sustain improvement. Various analytic techniques are used, many of a complex nature.

QUALIFICATION REQUIREMENTS:

Eligibility: U.S. Office of Personnel Management Qualification Standards Handbook for GS-301, and may be reviewed at the following website: <http://www.opm.gov/qualifications/Standards/IORs/gs0300/0301a.htm>. Regulatory requirements such as

(Continued on next page)

"time-in-grade" and "time after competitive appointment" are applicable.

TIME-IN-GRADE REQUIREMENT: Applicants applying under Merit Promotion procedures must meet applicable time-in-grade requirements to be considered eligible. This means current or former Federal employees must have completed a minimum of 52 weeks at the next lower grade level GS-9 in order to qualify at the GS-11 position. This requirement is in addition to the experience required below.

Specialized Experience: At least one year of experience that equipped the applicant with the particular knowledge, skills, and abilities (KSA's) to perform successfully the duties of the position, and that is typically in or related to the position to be filled. To be creditable, specialized experience must have been equivalent to at least the next lower grade level, GS-9. Specialized experience includes, but is not limited to: application of System Engineering; a wide range of qualitative and/or quantitative methods for the assessment and improvement of program effectiveness or the improvement of complex management processes and systems. Knowledge of the range of administrative laws, policies, regulations, and precedents applicable to the administration of one or more important public programs. Skill to plan, organize, and direct team study work and to negotiate effectively with management to accept and implement recommendations.

Education: PH.D or equivalent doctoral degree or 3 full years of progressively higher level graduate education leading to such a degree or LL.M., if related.

BASIS OF RATING: (Knowledge, Skills, Abilities (KSAs))

On a separate sheet of paper, provide a written, detailed response to each of the KSAs. Failure to respond to the rating factors may result in your application receiving a less than desirable rating.

1. Skill to plan, organize, and direct team study work and to negotiate effectively with management to accept and implement recommendations where the proposals involve substantial agency resources, require extensive changes in established procedures, or may be in conflict with the desires of the activity studied.
2. Knowledge to develop reporting procedures, sampling techniques, and measurements at various points in the reconciliation process to identify problem areas or inherent weaknesses in work processes, procedures, information systems and content.
3. Ability to influence managers or other officials to accept and implement findings and recommendations on organizational improvement or program effectiveness.
4. Skill to write grants and coordinate multiple grant activities and deliverables.

CONDITIONS OF EMPLOYMENT:

- **Priority Consideration:** Individuals who have special priority selection rights under the Agency Career Transition Assistance Program (CTAP) or the Interagency Career Transition Assistance Program (ICTAP) must be well qualified for the position to receive consideration for special priority selection. CTAP and ICTAP eligibles will be considered well qualified if they can perform the duties of the position at the full performance level and the full range of Federal OWCP program oversight, to include guidance and training for other VISN HR Specialist(s) in the performance of OWCP case management upon entrance on duty (EOD).
- Federal Employees seeking CTAP/ICTAP eligibility must submit proof that they meet the requirements of 5 CFR 330.605 (a) for CTAP and 5 CFR 330.704 for ICTAP. This includes a copy of the agency notice, a copy of their most Abirecent Performance Rating and a copy of their most recent SF-50 noting current position, grade level, and duty location. Please annotate your application to reflect that you are applying as a CTAP or ICTAP eligible.
- **Noncompetitive Appointment of Certain Military Spouses**
- Spouses of armed forces members who are involved in a Permanent Change of Station (PCS): You must include a copy of the service member's PCS Orders authorizing the spouse to accompany the service member and proof of marriage to the service member.
- Spouses of armed forces members who retired or were released from active duty with a 100% disability: You must include proof that service member was released or discharged from active duty due to a service-connected disability, documentation of 100% disability, and proof of marriage to the service member.
- Un-remarried widows or widowers of armed forces members killed while on active duty: You must include proof of service member's death while on active duty and proof of marriage to the service member.
- VEOA (Veterans Employment Opportunities Act) Veterans who are preference eligibles or who have been separated from the armed forces under honorable conditions after 3 or more years of continuous active service.
- Schedule A special hiring authority covers applicants with mental and physical disabilities. In order to be considered under this special hiring authority applicants need to provide proof of disability and job readiness certification. The proof of disability and job readiness certification can be provided by the following: 1) a statement or letter on a physician's/medical professional's letterhead; 2) statement, record or letter from a Federal Government agency that issues or provides disability benefits; 3) statement, record or letter from a State Vocational Rehabilitation Agency counselor; or 4) certification from a private Vocational Rehabilitation or other Counselor that issues or provides disability benefits. More information regarding this special hiring authority can

be found at www.opm.gov/disability/aboutus.asp

- VRA (Veterans Recruitment Act): VRA eligibility applies to the following categories: Disabled Veterans, Veterans who served on active duty in the Armed Forces during a war declared by Congress, or in a campaign or expedition for which a campaign badge has been authorized, Veterans who, while serving on active duty in the Armed Forces, participated in a military operation for which the Armed Forces Service Medal (AFSM) was awarded and Veterans separated from active duty within the past 3 years.
- Although the duty station is shown in this announcement, it may be necessary to utilize the selected person's services at a different location within the Portland VA Medical Center commuting area if conditions require it in the future Under Executive Order 11935, only United States citizens and nationals (residents of American Samoa and Swains Island) may compete for civil service jobs. Agencies are permitted to hire noncitizens only in very limited circumstances where there are no qualified citizens available for the position.
- If you are a male born after December 31, 1959, and are at least 18 years of age, civil service employment law (5 U.S.C. 3328) requires that you must register with the Selective Service System, unless you meet certain exemptions.
- A security clearance and a favorable suitability determination are required. Misconduct in prior employment, criminal, dishonest or disgraceful conduct, habitual use of intoxicating beverages, abuse of narcotics, drugs or other controlled substances, or reasonable doubt of loyalty to the United States are examples of reasons an offer of employment may be denied.
- Public transit subsidy benefits are available. Carpooling assistance is provided. However, single occupancy parking is limited on main Portland campus.
- Eligible employees may be non-competitively reassigned to fill this position as an exception to merit promotion.
- It is the policy of the Department of Veterans Affairs that all Federal wage and salary payments are paid to employees by Direct Deposit/Electronic Funds Transfer (DD/EFT).
- The United States Government does not discriminate in employment on the basis of race, color, religion, sex, national origin, political affiliation, sexual orientation, marital status, disability, age, membership in an employee organization, or other non-merit factor.
- This agency provides reasonable accommodations to applicants with disabilities. If you need a reasonable accommodation for any part of the application and hiring process, please notify the agency. The decision on granting reasonable accommodation will be on a case-by-case basis.

HOW TO APPLY:

Portland VAMC Permanent employees must submit:

1. [VAF 4078, Application for Promotion or Reassignment](#)
2. [VAF 4676a, Employee Supplemental Qualifications Statement](#)
3. [VAF 4667b, Supervisory Appraisal of Employee for Promotion](#) is optional but recommended
4. OF-612 or Resume – Merit Promotion Questionnaire is optional but recommended if you have qualifications pertaining to the position applied for but are not in your OPF

Other VA Permanent Employees must submit:

1. [OF 612, Optional Application for Federal Employment](#) (attach additional sheets of paper if needed for additional job experience (in same format as application)), or Resume. (Please refer to [OF-510, Applying for a Federal Job](#) on the USA jobs website (<http://www.usajobs.opm.gov/>) for information on how to apply with a resume instead of OF-612
2. [VAF 4676a, Employee Supplemental Qualifications Statement](#)
3. [VAF 4667b, Supervisory Appraisal of Employee for Promotion](#) is optional but recommended.
4. [OF-306, Declaration for Federal Employment](#) (January 2001 version or later).
5. Latest SF-50, Notification of Personnel Action
6. Latest performance appraisal

Non VA Applicants must submit:

1. [OF 612, Optional Application for Federal Employment](#) (attach additional sheets of paper if needed for additional job experience (in same format as application)), or Resume. (Please refer to [OF-510, Applying for a Federal Job](#) on the USA jobs website (<http://www.usajobs.opm.gov/>) for information on how to apply with a resume instead of OF-612
2. [OF-306, Declaration for Federal Employment](#) (January 2001 version or later).
3. Veterans Preference:
 - a. DD-214, Military Discharge Paper (copy must display the required data which includes awards/medals/badges, dates and character of service) (For 5 Point Veteran's Preference).
 - b. [SF-15, Application for 10-point Veteran Preference](#) (December 2004 version or later)
 - c. VA letter or DOD documentation of service-connected disability rating dated 1991 or later.
4. SF-50, Notification of Personnel Action (if applying as a current or former federal employee).
5. Narrative statement relating to all of the KSAs. Candidates **must** submit a narrative statement on a separate page(s) with specific responses to all of the knowledge, skills, and abilities (KSAs) in this announcement. Failure to submit your narrative response to all of the KSAs will result in the applicant not being referred for the position.
6. A copy of your college transcripts (Optional unless education is required).

7. ITCAP Applicants: Submit proof by including a copy of the agency notice, most recent Performance Rating and most recent SF-50 indicating current position, grade, level, and duty station.

All application packets must be received in Human Resources by Close of Business (COB) on 10/25/10 for 1st consideration. This position is open until filled. Application forms may be obtained in Human Resources Office or on our external website, <http://www.visn20.med.va.gov/Portland/mc/hr>.

Applications may be mailed to:

Portland VA Medical Center, P4HRMS

Attn: MP-11-0002-JL

PO Box 1034

Portland, OR 97207

Applications may also be e-mailed to:

PortlandVAJobs@va.gov

Or brought in person to:

Portland VA Medical Center

3710 SW US Veterans Hospital Rd

Building 16, Room 300

Portland OR 97239

APPLICANT'S PLEASE NOTE:

- Education must be accredited by an accrediting institution recognized by the U.S. Department of Education in order for it to be credited towards qualifications (particularly positions with a positive education requirement.). Therefore, applicants must report only attendance and/or degrees from schools accredited by accrediting institutions recognized by the U.S. Department of Education.
- Applicants can verify accreditation at the following website: <http://www.ed.gov/admins/finaid/accred/index.html>. All education claimed by applicants will be verified by the appointing agency accordingly.
- Foreign Education: To receive credit for education completed outside the United States, you must show proof that the education has been submitted to a private organization that specializes in the interpretation of foreign educational credentials and such education has been deemed at least equivalent to that gained in conventional U.S. education programs.

IMPORTANT NOTICE ABOUT APPLICANT'S RESPONSIBILITY:

- It is the applicant's responsibility to submit documentation to support his/her application for this position. Applicant is responsible for ensuring that all experience, formal training, award recognition, etc. are documented in the application package. Experience may include voluntary or other non-paid experience in the appropriate field. If you feel that your training record contains information pertinent to your qualifications, then you must submit a printed copy of your training record with your application package. Your training record will become part of the specific vacancy file and will not be filed in Official Personnel Folder. Human Resources Management Division will not photocopy any application material; applicants are responsible for making photocopies prior to submitting applications.
- **It is the responsibility of the applicant to ensure timely receipt of the application, regardless of the method used for submission. The VA assumes no responsibility for the late delivery of applications (i.e. postal service delays). The Portland VA Medical Center will not accept FAX, or emailed applications or applications in a US government envelope.**